



# How COVID-19 Changed Workflows in Construction

# The construction industry is no stranger to uncertainty.

In March 2020, COVID-19 and the global pandemic put the world (and its projects) on pause.

We took a look at how our customers utilized features in Raken to adapt their construction processes—and what it means for the industry moving forward.

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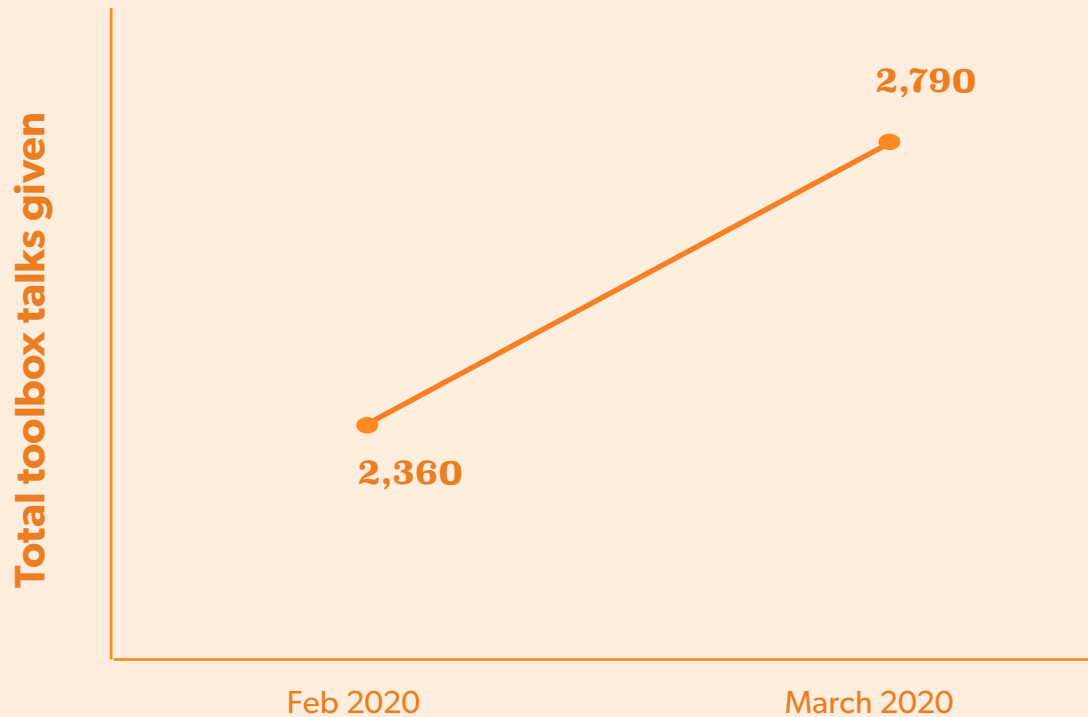


**Toolbox Talks**

**Keeping safety  
first**

# Toolbox talks in Raken

How many more toolbox talks were given in March vs. February?



In March, **18% more toolbox talks** were scheduled and completed within Raken than in February.

# Top 5 toolbox talks given (March 2020)

- 01.** COVID-19 & Other Communicable Diseases
- 02.** Social Distancing for Protection
- 03.** 3 Types of Poor Housekeeping Hazards
- 04.** COVID-19 Worksite Safety
- 05.** What to Do if You Develop Symptoms

## What This Means

More companies began implementing extra safety protocols. Taking care of crews by providing them with **resources and tools to review safety precautions** is critical to ensure they are protected and informed.

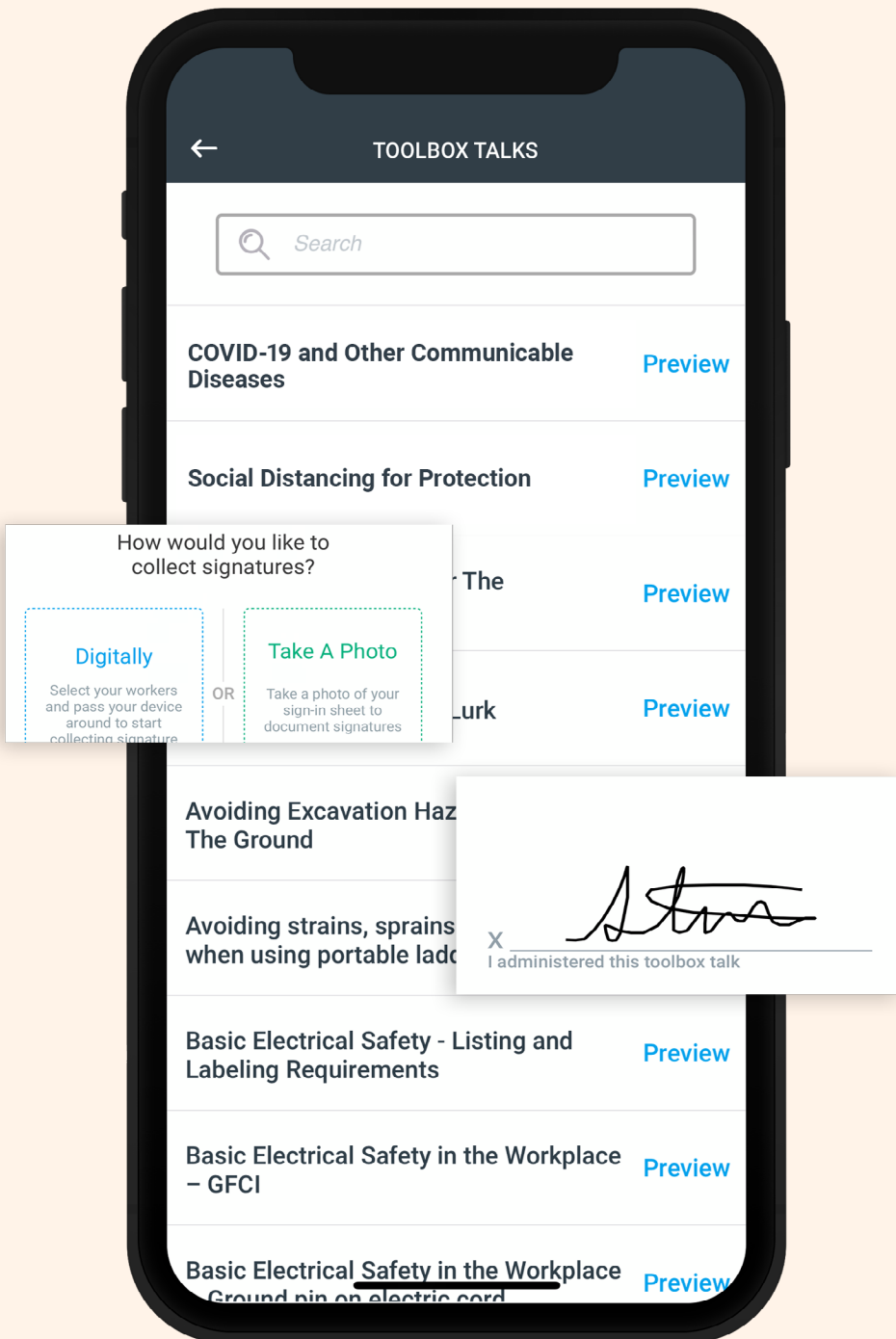
# Protect your crews on the jobsite

Construction crews turned to new guidelines provided by OSHA and the CDC. Having more frequent safety meetings helps your crew consistently stay up to date on the latest.

There are some additional steps that can be taken to help prevent the spread of COVID-19 (and other illnesses) on all your jobsites, too.

## Safety steps companies began to take:

- ✓ Clean portable bathrooms twice a day
- ✓ Sanitize high traffic areas daily
- ✓ Split shifts to space out crews
- ✓ Ensure crews on-site practice social distancing
- ✓ Increase number of hand-washing stations





**Daily Reports**

**Documenting  
on the daily**

# Daily reports completed

How many more daily reports were submitted in March compared to February?

February 2020

March 2020

183,200

vs.

193,700



In one month, the number of daily reports signed and submitted in Raken **increased more than 5%**.

## What This Means

**Documenting everything daily**—in writing—is crucial for protecting your business, especially during times of uncertainty.

# Carlsbad Mall

5600 Avenida Encinas Carlsbad, California 92008

CONSTRUX, INC.

Date Fri 09/02/2018

Job # 1

Prepared By Nathan Snow



## Weather

6:00 AM

48°

Clear

Wind: 3 MPH | Precipitation: 0" | Humidity: 70%

12:00 PM

66°

Clear

Wind: 5 MPH | Precipitation: 0" | Humidity: 57%

4:00 PM

64°

Clear

Wind: 5 MPH | Precipitation: 0" | Humidity: 69%

## Work Logs

Name	Description	Quantity	Hours	Hours To Date
Concrete	Poured new concrete on southwest corner <small>Nathan Snow   16/02/18   11:23AM</small>	5	11	106
Mechanical	Installed HVAC services for third floor, began laying services for fourth. <small>Nathan Snow   16/02/18   11:10AM</small>	4	10	40
<b>Total</b>		<b>9</b>	<b>95</b>	<b>357</b>

## Notes, Issues, Concerns

1. Grading is progressing well, though we did have a concrete shortage that put us behind schedule about an hour.

Nathan Snow | 16/02/18 | 11:26AM



# Creating proper documentation

At the start of the pandemic, many projects were closed or temporarily delayed. Projects that eventually resumed experienced delays due to increased safety measures and lower productivity from crews.

By keeping daily records of exactly what caused a delay and for how long, you can better safeguard your business in the future.

## Every company should document:

- ✓ Any issues and delays due to COVID-19
- ✓ Any sick workers
- ✓ Any orders to stop or resume work
- ✓ Any extra safety protocols completed
- ✓ Any supply chain delays in materials/equipment

**Photos & Attachments**

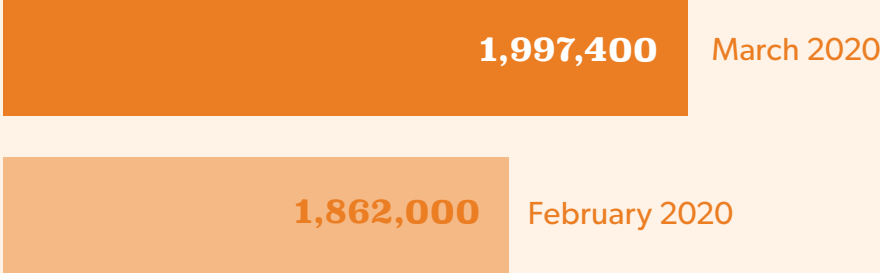
**Providing  
visual proof**

# Uploads were on the rise

March 2020 saw nearly 2 million attachments uploaded—that's 7% higher than the month before.



## Total Photos, Videos, and Attachments



## What This Means

More companies utilized photos and attachments **to protect themselves from potential disputes.**

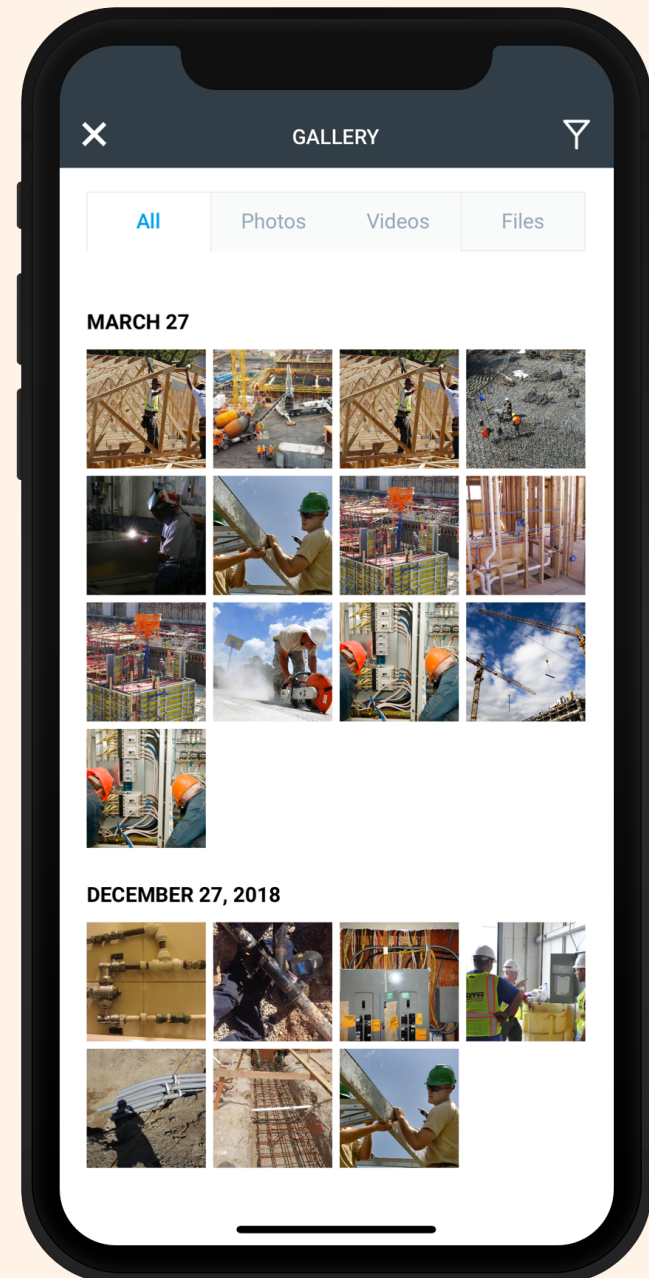
# Tell the whole story

Attaching photos, videos, and supporting documents to your daily reports provides date and time-stamped evidence of exactly what happened and when.

Documenting all of your jobsite progress (and keeping it organized by project) will give you more protection in the event work needs to stop.

## How to add photos in Raken as you walk the jobsite:

1. Open a project and select 'Attachments'
2. Snap a photo
3. That's it—your photo is automatically added to your daily report and saved by project





**Production Tracking**

**Collecting  
accurate data**

# Production tracking inputs

How many logs were entered in Raken for materials and equipment?

## Materials

8,605

materials logs were added in  
March 2020.

## Equipment

2,089

equipment logs were added in  
March 2020.

# Time cards inputted

How much did time card submissions increase in one month?



**31%**

more time cards were entered in Raken  
in March 2020 than February.

More than **11,000 time cards** were added in Raken in March.

## What This Means

Companies began inputting more detailed information for materials, equipment, and time cards—**the more descriptive the better.**

If companies find themselves in future labor disputes, **digital time card data becomes the source of truth** for all parties involved.

# Digitally capture data

One of the biggest factors for field data and time card accuracy is how it's captured.

Using an easy-to-use tool that stores it in one organized place ensures accurate records and helps eliminate any back and forth that may come up.

## Be sure to record:

- Material/equipment delivery dates or issues
- Productivity: installation + hours spent
- Any production issues from social distancing
- Staffing issues relating to COVID-19

×

**Bodie Robinson**  
Journeyman  
Week Total: 19.6  
RT 19.6 OT 0 DT 0

9.8 hrs

✎

×

**Edward Loww**  
Laborer  
Week Total: 19.6  
RT 19.6 OT 0 DT 0

9.8 hrs

✎

← ADD WORK LOG SAVE

WORKLOG TYPE  
Person

WORKER Required  
Adam Harkless

CLASSIFICATION Optional  
Journeyman

HOURS	RT	OT	DT
10	8	2	0

03-050  
03 Concrete - General

7	0	0
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“Everything with COVID-19 **has been an unplanned cost**, but we’re able to show the impacts to labor and material, and **we’re able to report that on a daily basis** to the GCs and the CMs.”

– Todd F., VP of Pre-Construction Planning

**Final Takeaways**

**Protecting your  
business**



# How to cover all your bases

There's no question that COVID-19 made an impact on the industry, and it has permanently changed many processes.

From documentation and communication to safety meetings and protocols, technology can help you stay organized and in control—no matter what your company may face.

## Make sure you have:

- ✓ Added safety measures
- ✓ Proper daily documentation
- ✓ Jobsite progress evidence
- ✓ Productivity data source of truth



# Raken: The field's favorite app

We built construction management software that's easy to use and helps your field teams collect (and store) better jobsite data.

## Save time

Quickly enter data, take photos, and submit reports straight from any mobile device.

## Track progress

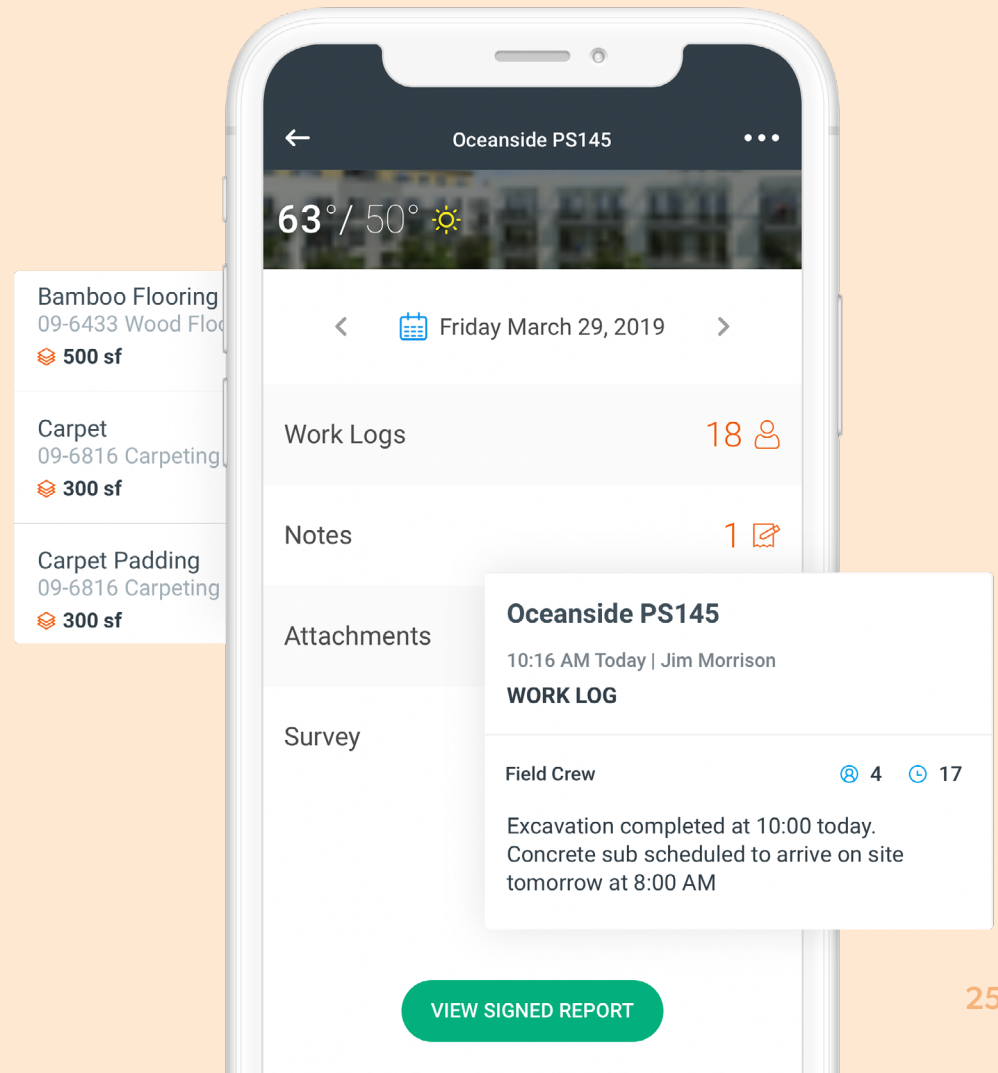
Log time, materials installed, and equipment usage to record productivity.

## Improve safety

Easily access toolbox talks and schedule safety meetings across all projects.

## Get better insights

Analyze historical project data metrics to use for future estimates.





# Get real-time insights for every project

## Production Insights

The Village at Downtown

Progress Tracking: Manual  Automatic

### Production Stats

**400**  
Budgeted  
Hours

**408**  
Actual  
Hours

**-8**  
Remaining  
Hours

**102**  
% Completed  
Hours

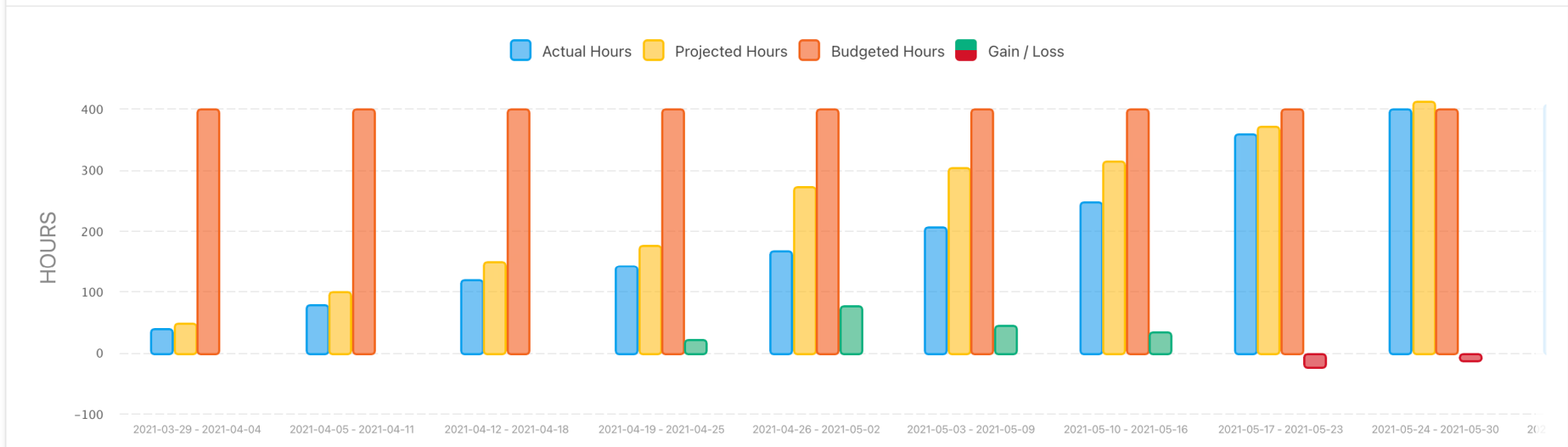
**98**  
% Completed  
Quantity

**421.03**  
Projected Total  
Hours

**-21.03**  
Projected Hours  
Gain Or Loss

### Production Trends

All project cost codes





# Are you ready to set your business up for success?

Our team is here to answer any questions and show how Raken can help.

[Schedule a Demo](#)